

**AMERICAN EMBASSY
WINDHOEK
VACANCY ANNOUNCEMENT**

2015-17

June 17, 2015

OPEN TO: Current Employees of the Mission, U.S. Citizen Eligible Family Members (USEFMs), Eligible Family Members (EFMs), and Members of Households (MOH)-All Agencies

POSITION: Systems Manager, FSN – 9; FP - 5

OPENING DATE: June 22, 2015

CLOSING DATE: July 03, 2015

WORK HOURS: Full-Time: 40 hours/week

SALARY: *Ordinarily Resident (OR): 312,728 p.a. (Position grade: FSN 9)

*Not-Ordinarily Resident (NOR): Position grade: FP – 5
(Final grade will be determined by the appropriate Washington or U.S. Headquarters Office.)

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Windhoek is seeking an individual for the full-time position of Systems Manager in the Information Resource Management section.

BASIC FUNCTIONS OF THE POSITION

The incumbent serves as Systems Manager (lead systems administrator) in the Embassy's Information Systems Center. Supervises two (2) systems administrators: including project management, task assignment, and is responsible for overall unclassified network administration. The incumbent reports to the Information Manager Officer (IMO) and Management Officer, as necessary. He / She provides computer support to all agencies subscribed to the ICASS cost center Information Management Technical Support. Support includes LAN administration, hardware, software and network connectivity.

Applicants can contact the HR Office for a copy of the complete position description listing all duties and responsibilities at telephone: (+264-61-295 8541) or contact the HR office at e-mail HROWindhoek@state.gov

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. University Degree/ 3 year Diploma in Business Management Systems, Information Technology / Information Systems, or related field.
2. Five (5) years' experience in hands-on technical computer support and three (3) years' experience in a supervisory role.
3. English Level IV (Fluent) and one local language required. Your fluency in English will be tested.
4. Knowledge of computer hardware and software and LAN maintenance including essential knowledge of Microsoft (MS) ,Windows operating systems (including but not limited to Windows 7 and Windows 2008 server); MS Exchange Server 2010; and MS Office 2010. Ability to obtain CompTIA A+ and Network+ certifications. Good technical skills to diagnose and resolve hardware, software, and IT communications problems; ability to use the Internet to research information, files (e.g. drivers), and assist in troubleshooting efforts.
5. Demonstrate fundamentals of quality customer service; demonstrate proficient writing of office communications and performance evaluations; demonstrate good interpersonal skills to develop/maintain positive relations with staff, ICASS customers, and vendors.

SELECTION PROCESS

When equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed AEFMs who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

TO APPLY

Interested candidates for this position should submit the following or the application will not be considered:

- 1 **Application for Employment as a Locally Employed Staff or Family Member** (DS-174) which is available at <http://windhoek.usembassy.gov/about-us/job-opportunities.html>;
2. A current resume or curriculum vitae that provides the **same information** found on the above noted application (DS-174) (see Appendix B); **or**
3. A combination of both; i.e. Sections 1 -24 of the DS-174 along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

NOTE: Applications that fail to include information such as specific dates of employment (month/year), salary information, hours per week and a description of major duties/responsibilities for each job will be deemed INCOMPLETE and disqualified from further consideration.

SUBMIT APPLICATION TO

HROWindhoek@state.gov

Subject: Systems Manager

POINT OF CONTACT

Name: Frieda Mokotjomela

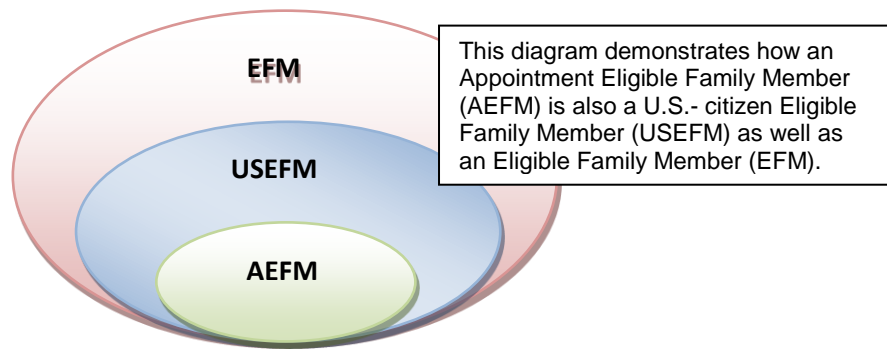
Telephone: (+264 61 295 8541)

CLOSING DATE FOR THIS POSITION: July 03, 2015

The U.S. Mission in Namibia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

APPENDIX A - DEFINITIONS



1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).